Customer feature comparison chart

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CUSTOMER FEATURES

Customers can:	Common Dealership Website booking form	SBA Standalone	SBA Integrated
	Online booking form based on research from 20 premium Dealerships	Service Booking Apps standalone platform	Service Booking Apps integrated into Autoline Rev8
	Web application not integrated into backend systems	Web application not integrated into backend systems	
Receive a personalised Service Booking invitation (trigger from Dealership backend systems)	✅	✅	✅
Fill in a web form to request a service date (triggered via a customer action)	✅	✅ *	✅ *
Experience a booking user journey with pre-filled personalised data	⚪	✅	✅
Request a loan car	✅	✅	✅
Select additional custom transport options beyond a loan car	⚪	✅	✅
Select preferred service advisors	⚪	✅	✅
Select service days and times that are confirmed as available with backend systems	⚪	✅ **	✅
Personalised additional service options they can select outside recommended service	⚪	⚪	✅
Generic additional service options they can select outside recommended service	⚪	✅	✅
Receive an email where they can launch the Service Booking App immediately	✅	✅	✅
Receive a text where they can launch the app immediately as well as an email	⚪	✅	✅
Receive an e-Text versus basic text	⚪	✅	✅
Save an appointment straight into their calendar from the app	⚪	✅	✅
Select a preferred Service location if there is more than one Dealership site to select from	⚪	✅	✅
Edit personal / vehicle ownership details in app	⚪	✅	✅

SBA Products

Key

* Feature not available until July 2019

** Configuration settings on SBA platform. Not 2-way integration with Backend DMS

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DEALERSHIP FEATURES

Dealerships can:	Common Dealership Website booking form Online booking form based on research from 20 premium Dealerships Web application not integrated into backend systems	SBA Standalone Service Booking Apps standalone platform Web application not integrated into backend systems	SBA Integrated Service Booking Apps integrated into Autoline Rev8
Define the Days / Dates Service Appointments are available	○	✅	✅
Define maximum appointments can be booked via the mobile or web app on any given day	○	✅	✅ *
Define Service Pack information to be presented to customers	○	✅	✅
Define the number of Loan Cars available on any given day presented to customers	○	✅	✅
Stagger appointment times presented to customers to spread morning arrivals	○	✅	✅
Receive an email with any Changes a customer wants to their personal details	○	✅	✅
Receive full analytics of the booking process	○	✅	✅
Define preferred Service Advisors to be shown or selected by customers in app	○	✅	✅
Define if pricing information for Service pack options is be shown (or not) in app	○	✅	✅
Generate an email to confirm the appointment to nominated Service Staff	✅	✅	✅
Auto populate Service Schedules in Autoline Rev8	○	○	✅
First time contact service booking conversion:	**6 - 8%**	**30%+**	**30%+**
Once in the app, the percentage that converts to a booking:	—	**62%+**	**62%+**

SBA Products